

The ILEC will close all trouble reports with MCI. MCI will close all trouble reports with the end user. MCI's outside technicians will clear troubles to the network interface and provide callback from the fault location to MCI.

- 6.3.9 Maintenance charges (time and materials, by customer, per event) must be provided verbally at ticket close out. The ILEC will use an MCI branded form that will be signed by the customer, capturing all maintenance and service charges incurred by the customer and forwarded or faxed to the MCI work center by the end of the day when the repair is completed.
- 6.3.10 Pre-screening of any ILEC activities that will incur charges to MCI. This includes authorization by MCI if a dispatch is required to the customer premises as well as verification of actual work completed.
- 6.3.11 All ALIT/SLIT (Auto / Subscriber Line Tests) tests performed on MCI customers' lines that result in a failure must be reported to MCI.
- 6.3.12 MCI branded, or at a minimum a non branded, customer-not-at-home card be left at the customers premises when an MCI customer is not at home for an appointment.
- 6.3.13 MCI will coordinate dispatches to the customer premises. This includes re-dispatches for customer not-at-home.
- 6.3.14 The ILEC will ensure that all applicable alarm systems that support MCI customers are operational and the supporting databases are accurate so that equipment that is in alarm will be properly identified. The ILEC will respond to MCI customer alarms consistent with how and when they respond to alarms for their own customers.
- 6.3.15 Individual Emergency Restoration and Disaster Recovery Plans be developed. The Plans should outline methods for the restoration of each central office in the local network provider territory as well as contain site specific restoration alternatives which could be implemented based on the magnitude of the disaster. Each plan should incorporate at a minimum the following elements:

6.3.16 ILEC Single Point of Contact (SPOC)

Responsible for notification of MCI work center

Responsible for the initiation of the ILEC's restoration plan

Responsible for status and problem resolution during the entire restoration process

6.3.17 Restoration Equipment Dispatch Plan

Documented procedure on how the equipment will be dispatched to restoration site

Estimated maximum time for the restoration equipment to arrive on site

6.3.18 Prior notification, with the option to influence the decision (time frame - TBD), of any scheduled maintenance activity performed by the local supplier that may be service affecting to MCI local customers (i.e., cable throws, power tests, etc.).

6.4 Billing:

6.4.1 Invoices must be presented in a Carrier Access Billing Systems (CABS) format in order to facilitate standard industry auditing practices.

6.4.2 MCI and the ILEC agreement on the flow and format of CARE records for correct provisioning and billing to IXCS.

(See Appendix 4 for diagrams of Unbundled Elements)

III. NON-DISCRIMINATORY ACCESS TO POLES, DUCTS, CONDUITS, RIGHT-OF-WAY

DEFINITION: *Poles, ducts, conduits, and right of way refer to all the physical facilities and legal rights needed for access to pathways across public and private property to reach customers. These include poles, pole attachments, ducts, conduits, entrance facilities, equipment rooms, remote terminals, cable vault, telephone closets, rights of way, or any other inputs needed to create pathways to complete telephone local exchange and toll traffic. These pathways may run over, under, or across or through streets, traverse private property, or enter multi-unit buildings.*

- REQUIREMENTS**
1. Access
 2. Compensation
 3. Information
 4. Quality of Service
 5. Business Processes

Business Area	Requirement
1. Access	<p>1.1 ILEC must provide any telecommunications carrier requesting access with equal and non-discriminatory competitively neutral access to, without limitation, any pole, pole attachment, duct, conduit, entrance facilities, equipment rooms, remote terminals, cable vaults, telephone closets, ROW, and any other pathways on terms and conditions equal to that obtained by the ILEC. Other users of these facilities cannot interfere with the availability or use of these facilities by MCI.</p> <p>1.2 ILEC must provide access to building entrance conduits (including all Building Entrance Links equipment spaces, conduits and risers) to reach customers</p> <p>1.3 ILEC must provide MCI access to the unbundled network interface device</p> <p>1.4 Any ILEC having equipment on, over, under, across or through public or private property must permit the use of such equipment by any other telecommunications carrier on an equal and non-discriminatory basis.</p> <p>1.5 Any authorization to attach to poles, overloading requirements, or modifications to the conduit system or other pathways to allow access to and egress from the system shall not be hindered, restricted or unreasonably withheld or delayed. Such access and use shall be on terms and conditions identical to those the ILEC provides to itself and its affiliates for the provision of exchange, exchange access and interexchange services.</p> <p>1.6 ILEC should agree to take no action to interfere with or attempt to delay, the granting of permits to MCI for (1) use of public ROWs and (2) access to private premises from property owners.</p>

III. NON-DISCRIMINATORY ACCESS TO POLES, DUCTS, CONDUITS, RIGHT-OF-WAY

	1.7 The ILEC must provide a requesting carrier access to pole, duct and conduit capacity currently available or that can be made available.
2. Compensation	<p>2.1 This paragraph deleted or moved.</p> <p>2.2 Any costs for improvements to/expansions of poles, etc. should be prorated on a non-discriminatory and neutral basis among and all users of the facility.</p> <p>2.3 No application fees should apply.</p> <p>2.4 Fees must be fixed for term of contract.</p> <p>2.5 Charges shall be consistent with the provisions in the act.</p>
3. Information	<p>3.1 ILEC must provide routine notification of changes to poles, conduits, ROW.</p> <p>3.2 ILEC must provide timely and open access to current pole-line prints, conduit prints, and make available maps of conduit and manhole locations, and allow manhole/conduit break-outs, and audits to confirm usability.</p> <p>3.3 ILEC must provide regular report on the capacity status and planned increase in capacity of each of these access channels to facilitate construction planning.</p> <p>3.4 The ILEC must provide information on the location of, and the availability to access conduit, poles, etc., to any telecommunications carrier requesting such information, within 10 working days after the request.</p> <p>3.5 The ILEC must not provide information to itself or its affiliates sooner than it provides to other telecommunication carriers.</p>
4. Quality of Service	4.1 The companies must agree on a mechanism for dealing with breaches of agreed quality-of-service standards.
5. Business Processes	<p>5.1 Processes should be non-discriminatory and competitively neutral. For example, Firm Order Commitments (FOCs) should be completed in the order in which they are received. FOCs should be required from the ILEC itself as they are from the CLEC.</p> <p>5.2 Following provision by the ILEC of the information referred to in 3.4 above, ILEC must provide capacity within 30 days of receipt of a committed order from MCI.</p>

IV. UNBUNDLED LOCAL LOOPS

DEFINITION: *The transmission path, or any segment of such transmission path, which provides the connection between an end user's premises and the main distributing or other designated frame within the central office serving the end user. It does not include the end user's inside wiring, nor does it include switching facilities. Unbundled loops must be available to support Voice Grade subscriber services, as well as services (such as ISDN) that require that facilities be free of intrusive devices such as loop coils or bridge taps. Loop facilities at DSO, DSI, E1 and DS3 levels must also be made available*

- REQUIREMENTS**
1. Unbundled Local Loop Elements
 2. General Requirements
 3. Compensation
 4. Business Processes
 - 4.1 Order Processing
 - 4.2 Provisioning and Installation
 - 4.3 Trouble Resolution, Maintenance and Customer Care
 - 4.4 Billing
 5. Quality of Service
 6. Information

Business Area	Requirement
1. Unbundled Local Loop Elements	The following elements, can be purchased separately.
	1.1 Network Interface Device/Unit:
	The point of demarcation between the end user's inside wiring and the Unbundled Loop.
	1.2 Loop Distribution:
	The portion of the outside plant cable from the network interface (NI) or building entrance terminal (BET) at the customer's premise to the terminal block appearance on the distribution side of a feeder distribution interface (FDI). In case there is a distribution closure near the customer's premise, loop distribution consists of the drop between the distribution closure and the customer's NI and the twisted pair from the closure to the terminal block in the FDI. For a hybrid fiber-coax (HFC) application with a multi-line network interface unit (NIU) near the customer's premise, loop distribution consists of the outside plant cable connection for telephony that runs from the NIU to the NI/BET at the customer's premise (single line NIUs are typically mounted on the outside wall, similar to the NI). Wireless technology may also be used to support all, or segments of, the local loop. Transceiver equipment may be located at the customer premises, distribution enclosure or FDI to provide wireless links. Typically, loop distribution is copper twisted pair, but can also be coax or fiber, or a combination of these.

2. General Requirements

1.3 Digital Loop Carrier/Analog Cross Connect

The equipment used to assign and connect multiple incoming Loop Distribution elements to an equal or smaller number of Loop Feeder channels. When the number of Loop Feeder channels is smaller than the number of loop distribution channels, the process is referred to as concentration.

1.4 Loop Feeder:

The Loop Feeder is the physical facility (copper, coax, fiber, wireless or any combination) between the digital loop carrier or FDI, in the case of twisted pair, and the main distributing or other designated frame within the central office or similar environment (e.g., closets in the case of remote sites, or head end in the case of HFC).

2.1 Unbundled loops available throughout the ILEC territory.

2.2 Unbundling of feeder from distribution with distribution loops made available at any MCI specified network interface point located within a 500 foot radius of the ILEC loop/feeder aggregation point.

2.3 Interoffice transport to connect unbundled loops to the CLECs switch must be available throughout the ILEC's territory.

2.4 ILEC may not measure traffic that traverses the unbundled loop.

2.5 There must be efficient means of connecting unbundled loops to MCI network. Specifically, this means:

Equipment placement. The ability for MCI to place DLC or other equipment of its choice without restriction in the ILEC wire center, without need for Collocation. The ILEC must supply (at TSLRIC) any cabling or related facilities required to connect the placement equipment to the loop distribution element.

Loop transport. MCI should have the option of purchasing ILEC unbundled transport (at any transmission level) between placed equipment and MCI network.

2.6 ILEC network design and implementation must be consistent with accepted industry standards and practices.

3. Compensation

3.1 Unbundled loops and components must be priced at TSLRIC.

3.2 Cost based term and volume discounts must be offered, including discounts that are aggregated across unbundled local loops and resold retail services. In the event a carrier does not meet their volume

commitment, their discount should be calculated retroactively using the tier in which their performance falls. Take or Pay penalties are unacceptable.

- 3.3 Volume/Revenue commitments, if any, for resale services shall either directly, or indirectly, be relieved through the purchase of Unbundled Loops. Furthermore, such commitments shall always include the entire service area of the ILEC.

4. Business Process

4.1 Order Processing

- 4.1.1 Fully mechanized, in a form substantially similar to that currently used for the ordering of special access services. Automated interfaces shall be provided into a centralized operations support systems data base for determining service availability on loops (e.g. ISCON), confirmation of order acceptance and ongoing order status. Letters of agency shall not be required to initiate an order. Also, Unbundled Loops converted from another CLEC shall not require a disconnect order from the other CLEC prior to provisioning the conversion.

4.2 Provisioning and Installation

- 4.2.1 Automated interfaces must be provided by the ILEC into a centralized operations support systems data base for installation scheduling and confirmation of circuit assignments. ILEC must make end to end capacity available per MCI forecasts within established intervals. ILEC must not provide service inferior to that which it provides its customers, as demonstrated through reporting on ILEC facility performance (average transmission loss, use of bridge taps, outage frequency and MTTR detail, copper/fiber mix, etc.)
- 4.2.2 Automated interfaces must be provided by the ILEC into a centralized operations support systems data base for completion confirmation. Installation intervals must be established to ensure that service can be established via unbundled loops in the same timeframe as the ILEC provides services to its own customers, as measured from date of customer order to date of customer delivery.

4.3 Trouble Resolution, Maintenance and Customer Care:

- 4.3.1 Automated interfaces must be provided into a centralized operations support systems data base for real time network monitoring to proactively identify potential service degradation. Such systems must monitor and report on the integrity of the ILEC network, isolate troubles and initiate repair operations, test individual unbundled loops and generate maintenance and repair notices that impact any end user's ability to complete calls. Ongoing maintenance practices on unbundled loops must equal or exceed the practices employed by the ILEC for facilities used to provide retail services.

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| 4.3.2 | The ILEC must develop a process to identify the carrier for each unbundled loop and establish automated intercompany referral and/or call transfer processes. In addition, the ILEC must not in any way hinder MCI from deploying modern DLC equipment (TR303) throughout the unbundled loop/transport network. |
| 4.3.3 | Automated interfaces must be provided into a centralized operations support systems data base for field dispatch scheduling (in order to schedule appointments with end users), status of repairs and confirmation of repair completion. The mean time to repair Unbundled Loops must be less or equal to on average than the mean time to repair reported by the ILEC for its retail customers. |
| 4.3.4 | Dedicated service centers must be established to handle service issues, escalations, resolution of billing issues and other administrative problems. Automated interfaces must be provided into a centralized customer support systems data bases for access to services and features purchased from ILEC and credit history of converting end users. |
| 4.3.5 | Maintenance service options must be unbundled to permit the use of qualified third party contractors for maintenance/repair of unbundled local loops |
| 4.4 Billing: | |
| Invoices must be presented in a Carrier Access Billing Systems (CABS) format in order to facilitate standard industry auditing practices. | |
| 5. Quality of Service | 5.1 See Section II - part 4 - Quality of Service |
| 6. Information | 6.1 See Section II - part 5 - Information |

V. UNBUNDLED LOCAL TRANSPORT

DEFINITION: *Unbundled transport includes any and all physical facilities used to connect any two points on telecommunications networks. Common Transport is shared between MCI and the ILEC or other CLECs; Dedicated Transport is dedicated to MCI. Components to support all levels of transmission must be available, including Voice Grade, DS0, DS1, DS3, E1, VT and STS based, OC-3, OC-12, OC-48, OC-192 and other levels. Dark fiber must also be available. Multiplexing and Digital Cross Connect Systems required to multiplex or otherwise groom transport elements must also be available.*

- REQUIREMENTS**
1. Unbundled Local Transport Elements
 2. General Requirements
 3. Compensation
 4. Quality of Service
 5. Business Processes
 6. SONET Systems
 7. Information

Business Area	Requirement
1. Unbundled Local Transport Elements	1.1 Dedicated Interoffice Trunks with and without electronics
	1.2 Common Interoffice Trunks
	1.3 Multiplexing/Digital Cross Connect
	1.4 Dark Fiber
2. General Requirements	2.1 Ability for MCI to utilize ILEC Unbundled Local Transport facilities to route traffic from the ILEC switch to another carrier
	2.2 Compliance with Bellcore/industry standards (format, interfaces, performance monitoring, alarms, etc.).
3. Compensation	3.1 All components must be priced at TSLRIC.
4. Quality of Service	4.1 The companies must agree on a mechanism for dealing with breaches of agreed Quality-of-Service standards.
	4.2 Equipment/interface/facility protection must be provided at parity with the ILEC.
	4.3 Redundant power supply and/or battery back-up must be provided at parity with ILEC.

	4.4 Spare facilities and equipment necessary to support provisioning/repair in time frames consistent with ILEC practice.
	4.5 Intervals and level of service no less than tariff or, if it is higher, no less than currently being performed by the ILEC for its own customers or for other carriers, whichever is higher.
5. Business Processes	5.1 Fully mechanized ordering, provisioning, installation, trouble handling, maintenance and customer care processes, with necessary systems interfaces.
	5.2 Maintenance service options must be unbundled to permit the use of qualified third party contractors for maintenance/repair of unbundled local transport.
6. SONET Systems	6.1 For SONET systems, the following additional requirements apply:
	6.2 Compliance with SONET and Bellcore standards.
	6.3 Real-time access to all SONET performance monitoring and alarm information.
	6.4 Equipment/interface/facility protection.
	6.5 Redundant power supply/battery back-up.
	6.6 Synchronization from both a primary and secondary Stratum 1 level timing source.
	6.7 Interworking with SONET standard equipment from other vendors.
	6.8 Data Communications Channel (DCC) connectivity.
	6.9 For ring systems: <ul style="list-style-type: none"> • Diverse fiber routing and building entrance • Dual ring interworking support • No single point of failure • Protection lock-out and support of extra traffic (LSR only)
	6.10 Support the Physical Interfaces specified in the IILC issue 026.
7. Information	See Section II, Part 5.

VI. UNBUNDLED LOCAL SWITCHING

DEFINITION: *The unbundled local switching (ULS) element consists of all the functionality residing in a central office switch and/or remote switching systems needed to provide the full array of local exchange services, including switched access service. The ULS element creates the desired communications path between a customer's local loop and another point needed to complete a call, based on signals originated by the end user and/or a telecommunications carrier. The tandem switch may also be used to provide certain features and functionality when these capabilities are not yet available in the central office.*

- REQUIREMENTS**
1. Unbundled Local Switching Elements
 2. General Requirements
 3. Compensation
 4. Quality of Service
 5. Business Processes
 6. Tandem Switching
 7. Information

Business Area	Requirement
1. Unbundled Local Switching Elements	1.1 Line Port: The physical connection between the customer's local loop and the end office switch or remote switching system and the functionality residing therein.
	1.2 Trunk Port: The physical connection between the end office switch or remote switching system and dedicated or common transport and the functionality residing therein.
	1.3 Switching Capacity: The capacity of the switching functions (switch matrix and processor) used to connect line ports to line ports, line ports to trunk ports, trunk ports to line ports, and trunk ports to trunk ports.
	1.4 Signaling and Databases: Necessary to create and bill the desired communications path between a customer's local loop and another point needed to complete a call. (This component is described in greater detail Section X).
2. General Requirements	2.1 MCI can purchase a ULS element at each ILEC end office switch. The purchase is made in minimum blocks of line ports, minimum levels of of trunk port capacity, and a minimum level of busy hour capacity measured for a time period of one year or longer.

**3.
Compensation**

- 2.2 Switching functionalities in the ULS element include dialtone, screening, recognition of service request, recognition of call-specific information, digit analysis, routing, testing, recordings, signal generation, call completion or handoff, SSP functionality and tables, PIC tables, trunk tables, class of service tables, billing record generation, and AIN tables.
- 2.3 The various functional components of the ULS element must be made available on an unbundled basis wherever technically feasible.
- 2.4 The ULS element must be available to MCI in combination with other unbundled network elements.
- 2.5 MCI's purchase of the ULS element for a specific switch avails to it all the features and functionality of that switch.
- 2.6 MCI can interconnect loops from any source to the line port(s) that it purchases, either as part of the ULS element or as an unbundled switch component, on the same terms/conditions/intervals as loops provided by the ILEC.
- 2.7 MCI can use the ULS element to provide any local exchange service, including switched access services.
- 2.8 MCI must have access to the ILEC AIN functionality (as described in Section X)
- 3.1 The ULS element and all of its unbundled functional components must be priced at TSLRIC. Cost-based term and volume discounts can be negotiated.
- 3.2 Line-related costs should now (and in the future) be recovered through a per-line charge assessed on contracted capacity (i.e., lines) with an additional per-line charge assessed if the purchaser exceeds its contracted level.
- 3.3 Trunk-related costs should now (and in the future) be recovered through a minute of use charge.
- 3.4 Busy hour-related costs should (initially) be recovered through a combination of line charges and usage charges reflecting the relative use of the switch for line-to-line connections (line charges) and line-to-trunk connections (usage charges).
- 3.5 In the future, systems may be in place that make it feasible to introduce a third rate element that directly measures busy hour processor/switch matrix usage.

	3.6	Optional functionality to support CLASS/Customer Calling features would be included with the contracted capacity. No additional charges would apply.
	3.7	Functionality to craft Centrex offerings (call transfer, special dialing, etc.) must be available at cost-based prices.
	3.8	If the ILEC can demonstrate incremental cost associated with Centrex features, then a charge can be applied at TSLRIC. If not, then Centrex functionality would be included as non-chargeable options.
4. Quality of Service	4.1	The ILEC must guarantee the same grade of service as it provides itself or its affiliates.
	4.2	The companies must agree on a mechanism for dealing with breaches of agreed Quality-of-Service standards.
	4.3	Mechanisms must be in place that allow MCI to monitor ILEC compliance with grade of service and capacity obligations.
	4.4	Refer to Section II, Part 4 - Quality of Service
5. Business Processes	5.1	MCI must have access to a real-time electronic communication interface to the ILEC for ordering and provisioning, installation, repair, maintenance and customer care.
	5.2	Refer to Section II, Part 6 - Business Processes
6. Tandem Switching	6.1	The requirements include, but are not limited to: <ul style="list-style-type: none"> • signaling • screening and routing • recording • access to AIN functionality • access to Operator Services and Directory Assistance as appropriate • access to Toll Free number portability database as appropriate • must support all trunk interconnections discussed under "network Interconnection/Trunking" (e.g., SS7, MF, DTMF, DialPulse, ISDN, DID, DN-RI, CAMA-ANI (if appropriate for 911), etc.) • access to PSAPs where 911 solutions are deployed and the tandem is used for 911 • transit traffic to/from other carriers
7. Information		See Section II, Part 5 - Information

VII. NON-DISCRIMINATORY ACCESS TO 911, DA, OPERATOR SERVICES

DEFINITION *In order to complete 911 /E911, directory assistance and operator calls, MCI must have non discriminatory access to the switches, databases, and other network elements used by the ILEC in the completion of such calls.*

REQUIREMENTS

911

1. General Requirements
2. Compensation
3. Quality of Service
4. Information
5. Business Processes

Directory Assistance

1. General Requirements
2. Compensation
3. Quality of Service
4. Information
5. Business Processes

Operator Services

Business Area	Requirement
911	<i>Definition: Non-Discriminatory access to 911 switches, databases and other network elements to ensure the proper routing and completion of 911/E911 calls from end users on the MCI network.</i>
1. General Requirements	<ol style="list-style-type: none"> 1.1 Interconnection to 911 selective routing switch to route calls from MCI network to correct Public Safety Answering Point (PSAP). 1.2 Identification of default arrangements 1.3 Automated interface to Automatic Location Identification (ALI) database 1.4 ILEC must identify any special routing arrangements to complete overflow. 1.5 ILEC must identify any requirements for emergency backup number in case of massive trunk failures. 1.6 ILEC must provide sufficient planning information regarding anticipated move to the use of SS7 signaling within the next 12 months. 1.7 ILEC must identify any special default ESN requirements.

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| | 1.8 ILECs must adopt NENA standards for street addressing and abbreviations. |
| | 1.9 ILECs must adopt use of a Carrier code (NENA standard 5- character field) on all ALI records received from CLCs; Carrier code will be useful when remote call forwarding is used as an interim "solution" to local number portability, and will be even more important when a true local number portability solution has been implemented. |
| 2. Compensation | 2.1 The mechanism to compensate carriers for the costs of network facilities must be equitable and non discriminatory across all local exchange carriers. |
| | 2.2 Interconnection and database access must be priced at TSLRIC or at any rate charged to other interconnected carriers, whichever is lower. |
| 3. Quality of Service | 3.1 Established, competitively neutral intervals for installation of facilities, including any collocation facilities, diversity requirements, etc. |
| | 3.2 ILEC must provide the service reliability expectations for Bell-provided 911 facilities. |
| | 3.3 In a resale situation where it may be appropriate for the ILEC to update the ALI database, it must be updated with MCI data in interval that is no less than is experienced by the ILEC's customers, or than for other carriers, whichever is faster, at no additional cost. |
| | 3.4 Availability of 800 number, direct tandem numbers available 24 hours, 7 days a week, together with Service Managers' names and escalation lists with work, after hours and pager numbers. |
| 4. Information | 4.1 Availability of mechanized Master Street Address Guide (MSAG) and routine updates. |
| | 4.2 Mapping of NXXs to Selective Routers and PSAPs. Where NXXs are split across geographic boundaries for 911 routing purposes, mapping should be provided identifying the splits. |
| | 4.3 ILEC must provide reporting to identify the locations of E911 tandems with CLLI codes. |
| | 4.4 ILEC must provide reporting to identify rate center to wire center to Central Office relationships; which 911 tandems serve which NXXs, primarily or exclusively. |
| | 4.5 ILEC must provide NXX overlay maps and detailed NXX boundaries, as well as network maps to identify diversity routing. |

<p>5. Business Processes</p>	<p>4.6 ILEC must provide report to identify which ALI databases cover which states or areas of the state.</p> <p>4.7 Points-of-contact for each ALI database administrator.</p> <p>4.8 ILEC must identify any special operator-assisted calling requirements to support 911.</p> <p>5.1 ILEC must establish an automated Access Service Request (ASR) process for trunk provisioning.</p> <p>5.2 ILEC must provide priority restoral of trunk or network outages on the same terms/conditions it provides itself (and without the imposition of TSP).</p> <p>5.3 ILEC must provide notification of any pending tandem moves, NPA splits, or scheduled maintenance outages in advance with enough time to react.</p> <p>5.4 Need for mutual aid agreement to assist with disaster recovery planning</p> <p>5.5 ILEC must provide automated interface and access to the ALI database to enable MCI to maintain and update their records in a timely basis.</p> <p>5.6 ILEC must implement a process to identify and correct errors to the ALI database to ensure that the accuracy of data stored by new entrants is no less that their own data.</p> <p>5.7 ILEC must identify process for handling of "reverse ALI"</p> <p>5.8 ILEC must establish process for the management of NPA splits as well as NXX splits.</p> <p>5.9 ILEC must indemnify MCI for ILEC-caused errors in the maintenance, updating and processing of customer information to the ALI database.</p>
<p>Directory Assistance</p>	<p><i>Definition: In order to provide customers of ILEC/MCI access to ubiquitous directory assistance services, whereby they can gain information on all assigned numbers regardless of the exchange service provider, methods and procedures need to be developed to 1) incorporate ILEC and MCI customer data into each other's directory assistance databases; 2) provide access to each other database(s) for their customers; 3) to buy and sell components of each others directory assistance and use.</i></p>

1. General Requirements

- 1.1 Ability to make MCI's data available to anyone calling the ILEC's DA, and the ILEC's data available to anyone calling MCI's DA.
- 1.2 ILEC should store proprietary customer information provided by MCI in their Directory Assistance database; such information should be able to be identified by source provider in order to provide the necessary protection of proprietary information.
- 1.3 License options should be made available to limit the ILEC's use of MCI's data to directory assistance or to grant greater flexibility in their use of the data with proper compensation to the owner of the data.
- 1.4 MCI to be able to complete 411 calls utilizing components of ILEC's DA network.
- 1.5 Resale of bundled service, using ILEC DA operators and platform.
- 1.6 Ability to acquire ILEC data and processed directory assistance feeds in accordance with the specification in Appendix 2.
- 1.7 MCI should be able to buy the components or any combination of components, that comprise the ILEC directory assistance service and package them as required.

Unbundled Directory Platform.
Unbundled Directory Database and Sub Databases
Unbundled Directory Data.
- 1.8 Availability of service enhancements on a non-discriminatory basis at cost.
- 1.9 Carrier-specific branding should be available. Inquiries from MCI customers should be answered with an MCI specific branded salutation.

2. Compensation

- 2.1 There should be no charge for ILEC storage of MCI customer information in the Directory Assistance Database.
- 2.2 Unbundled directory assistance elements should be made available on a reciprocal basis between MCI/ILEC for the exchange of data.
- 2.3 As an alternative, compensation for DA can be resolved along with arrangements for White/Yellow page directories. The arrangements must be mutually reciprocal and must accomodate the other non-directory assistance services.

3. Quality of Service	<p>3.1 The companies must agree on a mechanism for dealing with breaches of agreed Quality-of-Service standards.</p> <p>3.2 End-to-End interval for updating database must be the same as provided to the ILEC's end users.</p> <p>3.3 Automated interface into ILEC database for updating and inquiries.</p> <p>3.4 Quality Standards equivalent to that provided their own customers.</p> <p>3.5 Agreement on speed-to-answer standards.</p> <p>3.6 Dialing parity including no unreasonable dialing delays</p>
4. Information	<p>4.1 Complete definition of rules for directory assistance listing (ordering data elements)</p> <p>4.2 Agreement to data exchange standards for acquisition of directory assistance data (See Appendix 2).</p>
5. Business Processes	<p>5.1 DA database needs to be updated and maintained with MCI data for customers who:</p> <ul style="list-style-type: none"> Disconnect Change carrier Install "Change" orders Are Non-Published and/or Non Listed Are Listed Specify Non-Solicitation <p>5.2 Each carrier bills its own end-users</p> <p>5.3 Requirements for intercompany billing will be dependent upon the resolution of compensation issues.</p> <p>5.4 MCI shall be billed in CABS format.</p> <p>5.5 Intercompany procedures need to be developed to correct errors when they are identified in the database.</p>
Operator Services	<p><i>Definition: Those systems which provide for processing and recording of special call types which include toll calls, public telephone call types as well as other call types requiring operator intervention/assistance. Operator assistance call types would include BLV/EI (busy line verification/emergency interrupt), or provide an intercept functionality to those call types where the caller dials a number that has been changed or disconnected.</i></p>

1. General

- 1.1 A jointly developed process with the ILEC to conduct BLV/EI.
- 1.2 Resale Operator Services from the ILEC, branded MCI utilizing MCI's rates for both Card and Operator Services functions and provided at least at parity for services delivered.
- 1.3 Resale of ILEC's Operator Services MCI Branded and utilizing MCI's rates for both Card and Operator Services.
- 1.4 Service deliverables to include the following:
 1. Local call completion - 0+ and 0-, billed to Calling Cards, Collect and Third Party
 2. Billable - Time and Charges Etc.

VIII. WHITE/YELLOW PAGE DIRECTORY LISTINGS

DEFINITION: *The ability of MCI's customers to be able to obtain printed directories that includes all customers on the public switched network (within a defined geographic area) regardless of their local service provider.*

- REQUIREMENTS
1. General Requirements
 2. Types of Directory Listings
 3. Business Processes
 - 3.1 Order Processing
 - 3.2 Provisioning/Distribution
 - 3.3 Trouble Resolution, Maintenance, Customer Care
 - 3.4 Billing
 4. Compensation
 5. Quality of Service
 6. Information

Business Area	Requirement
1. General Requirements	1.1 The ILEC to include MCI specific information in the information pages of their directories.
	1.2 Publication of MCI subscriber listings in ILEC directories (main listing in White and Yellow pages).
	1.3 Distribution of directory to MCI subscribers on a non-discriminatory basis.
	1.4 Customized cover for directories
	1.5 Use of ILEC recycling services
2. Types of Directory Listings	2.0 It is required that MCI subscribers can be included in the following types of directory listings:
	2.1 Primary White Page Listings
	2.2 Primary Yellow Page Listings
	2.3 Additional White Page Listings
	2.4 Additional Yellow Page Listings
	2.5 Non-Pub/Non-List
	2.6 Foreign Listings
	2.7 Alternate Call Listings
	2.8 Information Listings
	2.9 Advertising
	2.10 List Rentals

3. Business Processes

3.1 Order Processing:

- 3.1.1 Order processing procedures need to be established to update directory database on a defined, regular basis with MCI customer information.
- 3.1.2 Electronic format needs to be defined for exchange of customer data, to include the following types of data elements:

Transaction (new listing, change name, change address, disconnect, etc.)

Service Provider

Order Number

Telephone Number

Completion Date

Bus/Res Indicator

Exchange

List Name

"Old" List Name (for changes)

List Rental Omission

List Address

Zip Code

Location/Service Address (for delivery)

Billing Name, Address, Zip Code

Billing Telephone Number

List Type

SIC Codes

Yellow Page Headings

Record Type (Main/Additional Listings)

Type of Accounting (Gov't affiliation)

Previous Telephone Number (changes)

Referral Telephone Number (changes)

Delivery Quantity

New Connect Delivery

Format Instructions (indent, etc.)

- 3.1.3 The ILEC must provide the ability for MCI to electronically query the LEC listing system to view customer listings.
- 3.1.4 The ILEC must provide the ability for MCI to electronically transmit multi-line listing orders.
- 3.1.5 A process for managing multi-owner captions is required.
- 3.1.6 The ILEC must provide a complete report showing all listing appearances at least one month prior to book close.

	3.2 Provisioning/Distribution:
	3.2.1 Initial and secondary distribution arrangements must be available.
	3.3 Trouble Resolution, Maintenance & Customer Care:
	3.3.1 Intercompany procedures need to be established to prevent errors, and to correct them when they do occur.
	3.4 Billing:
	3.4.1 This paragraph deleted or moved.
	3.4.2 Invoice MCI subscribers directly for Yellow Pages advertising bills.
	3.4.3 Invoice MCI subscriber directly for advertising/white page bolding. Charges for additional and foreign White Pages listings should be billed to MCI and itemized at the ANI sub account level.
	3.4.4 Intercompany billing dependent on resolution of compensation.
	3.4.5 Need to determine proper form of administrative billing between billing carriers.
4. Compensation	4.1 There should be no additional charge for distribution.
	4.2 There should be no charge for inclusion of MCI subscriber listings in ILEC directories.(White and Yellow Pages).
	4.3 Any additional charges that are made to customers should be on a non-discriminatory basis.
5. Quality of Service	5.1 The companies must agree on a mechanism for dealing with breaches of agreed Quality-of-Service standards.
	5.2 Listing update intervals must be the same as, those used by the ILEC for its own customers
6. Information	6.1 Publishing cycles and deadlines need to be provided to MCI to ensure timely delivery of MCI information.
	6.2 Service location information needs to be exchanged if directory publisher is to deliver books.
	6.3 Description of calling areas covered by each directory.
	6.4 The ILEC must provide regular updates of the following information: - Yellow page heading codes

VIII. WHITE/YELLOW PAGES DIRECTORY LISTINGS

- Directory names and codes
- Directory product changes
- Listing format rules
- Listing alphabetizing rules
- Standard abbreviations
- Titles and Designations

IX. NON-DISCRIMINATORY ACCESS TO TELEPHONE NUMBERS

IX. NON-DISCRIMINATORY ACCESS TO TELEPHONE NUMBERS

DEFINITION: *The ability to obtain code assignments and other numbering resources on the same terms and conditions available to ILECs.*

- REQUIREMENTS**
1. General Requirements
 2. Compensation
 3. Quality of Service
 4. Information
 5. Business Processes

Business Area	Requirement
1. General Requirements	1.1 Administration and assignment of numbers should be moved to a neutral third party. In the interim while ILECs are still administering numbering, the following should apply.
	1.2 The ILEC must assign NXXs to new entrants on a non-discriminatory basis and on the same basis as to itself.
	1.3 No restriction on ability to assign NXXs .
	1.4 Testing and loading of MCI's NXXs should be the same as ILEC's NXXs.
	1.5 This paragraph deleted or moved.
	1.6 This paragraph deleted or moved.
	1.7 Access arrangements for 555 line numbers.
	1.8 Access to abbreviated dialing codes i.e. #XXX., XXX#.
	1.9 When purchasing switching capabilities, until such time as numbering is administered by a third party, MCI requires the ability to obtain telephone numbers on-line from the ILEC, and to assign these numbers with MCI customer on-line. This includes vanity numbers. Reservation and aging of numbers remain the responsibility of the ILEC.
2. Compensation	2.1 The ILEC must assign NXXs to new entrants without the imposition of charges that are not imposed upon itself.
3. Quality of Service	3.1 The companies must agree on a mechanism for dealing with breaches of agreed Quality-of-Service standards.

IX. NON-DISCRIMINATORY ACCESS TO TELEPHONE NUMBERS

4. Information	3.2	ILECs must load NXXs according to industry guidelines, including the terminating LATA in which the NXXs/rate center is located.
	4.1	Until such time that number administration is moved to an independent third party, the ILECs must provide routine reporting on NXX availability, fill rates, and new assignments.
	4.2	The ILEC's must provide detailed planning and implementation requirements for NPA-NXX splits.
5. Business Processes	5.1	Any forecasts required to be submitted prior to re-establishment of an independent national third party should be provided through an independent agent working on behalf of the local number administrator.